Grey County Logo Committee Report

| **To**: | Chair Burley and Members of the Long Term Care Committee of Management |
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| **Committee Date:** | January 4, 2018 |
| **Subject / Report No:** | LTCR-CM-06-18 |
| **Title:** | Ministry of Health and Long Term Care Updates-New Interview Guidelines and Memo to the Sector of October 2017 |
| **Prepared by:** | Lynne Johnson, Director of Long Term Care |
| **Reviewed by:** | Kim Wingrove, Chief Administrative Officer |
| **Lower Tier(s) Affected:** | All Grey County |
| **Status:** | Recommendation adopted by Committee as amended per Resolution CM17-18; Endorsed by County Council January 11, 2018 per Resolution CC14-18; |

## Recommendation

1. **That report LTCR-CM-06-18 regarding Long Term Care Sector Updates from the Ministry of Health and Long Term Care be received for information.**

## Background and Discussion

Updates to the long term care sector are provided to clarify existing policy or provide notice of changes (pending/actual). Two recent documents and an attachment were recently circulated to the sector. They are referenced below.

### Conducting Interviews Guidance Document

On November 7, 2017 the Ontario Long Term Care Association provided the homes with a document from the Ministry of Health and Long Term Care, “Conducting Interviews Guidance Document”. The guidelines were created as a result of the OLTCA Quality Committee identifying sector concerns with the tone and approach of some inspectors and the disruptive effects on the staff and home operations. The guidance document outlines the:

* Expectations of the Inspectors
* Expectations of Staff
* Reminders when conducting an interview
* Rationale/Additional Detail

It is our understanding that the document was recently distributed to all long term care home inspectors. The guidelines will be used in the home as an education tool to support open communication with the inspectors and clarify responsibilities of all parties.

### LTC Homes Memo to the Sector- October 2017

This memo from the Ministry of Health and Long Term Care Branch provides several sector specific updates and reminders for programs and services within the homes including:

* Information on a new leading practices database
* Update on Bed Rail Safety
* Responsive Behaviours
* Personal Support Worker Credentialing
* Dementia and New Quality Standards
* Clarification of Mandatory and Critical Incident Reporting Requirements

Each update will be reviewed and assessed against current practices.

Notable within this memo was the recirculation of a Mandatory and Critical Incident Reporting Requirements memo dated February 10, 2015. Questions have been raised in the past from Committee and Council regarding incidents. This memo provides an overview of the expectations, process, method and time-frame for reporting critical incidents.

## Legal and Legislated Requirements

There is a very high focus on accountability and compliance within long term care homes and the *Long Term Care Homes Act, 2010* and *Ontario Regulation 79/10* provide the criteria which must be met. Each organization works to interpret the requirements under the Act and Regulation however the interpretation may not be the same as the interpretation of the Compliance Inspector. To meet legislative requirements it is imperative that organizations have the ability to review research and collaborate in a nimble fashion to respond to needs and changes in a timely manner.

## Financial and Resource Implications

Sector expectations, changes and updates come from a wide variety of legislative bodies and professional organizations including the Ministry of Health and Long Term Care, South West Local Health Integration Network and the Ontario Long Term Care Association.

The number of competing priorities continues to grow and staff work diligently to review changes (proposed and actual), understand the impact, research and update policies/procedures and roll out education and communication to the appropriate staff.

## Relevant Consultation

Internal

* Administrators of Grey Gables, Lee Manor and Rockwood Terrace.

External (list)

### Appendices and Attachments

Documents as follows:

1. Conducting Interviews Guidance Document
2. LTCHomes.net Memo to the Sector
3. Memorandum- Clarification of Mandatory and Critical Incident Reporting Requirements

## guidance document from ministry guidance document from ministry guidance document from ministry

## guidance document from ministry

## memo to the sector

## memo to the sector

## clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements clarification document on reporting requirements